

## I'm having trouble getting CSV import to work on my Cloud trial

Ben Henley - 2018-03-14 - Comment (1) - Using Deskpro

### **:Question**

I'm using your Cloud demo. When I try to import my user data in Admin > CRM > CSV Import, nothing happens. The progress bar fills up, but then it says "Last import state: *No ?import data available.*" I'm sure I've used the right format - what's going on

### **:Answer**

This feature has been disabled on Cloud demos as it was being abused by spammers. CSV .import will work as soon as you convert to a paid account